

Penguin Random House Web Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product:

Accessibility - Penguin Random House Web

Report Date:

August 6th 2025 (last revised May 2026)

Product Description:

PenguinRandomHouse.com is the primary website for Penguin Random House LLC in the United States. Penguin Random House is committed to publishing great books, connecting readers and authors, and spreading the love of reading.

Contact information:

Ecustomerservice@penguinrandomhouse.com

Evaluation Methods Used:

Accessibility testing as per WCAG 2.2 AA guidelines.

The evaluation was performed using below tools/ tests:

- Screen reader:
 - JAWS on Windows 10 Chrome
- Color contrast analyser
- Browser zoom
- Keyboard-only
- Text-spacing

Notes:

The VPAT has been prepared based on the accessibility evaluation of the following pages/ flows:

1. Books (including header & footer and cookies bar) - <https://www.penguinrandomhouse.com/books/>
2. Ordered series - <https://www.penguinrandomhouse.com/series/AYX/gray-man/>
3. Unordered series - <https://www.penguinrandomhouse.com/series/DW5/the-world-of-eric-carle/>
4. Custom category - <https://www.penguinrandomhouse.com/books/romance/>
5. Base author - <https://www.penguinrandomhouse.com/authors/>
6. Events - <https://www.penguinrandomhouse.com/authors/events/>
7. Content archive - <https://www.penguinrandomhouse.com/content-archive/>
8. Today's top books - <https://www.penguinrandomhouse.com/interactive/todays-top-books>
9. Opt out - <https://www.penguinrandomhouse.com/privacy/right-to-opt-out-of-sale-form/>
10. Preferences - <https://www.penguinrandomhouse.com/preferences>
11. Our people - <https://www.penguinrandomhouse.com/about-us/our-people/>

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standards/guidelines:

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.2 at https://www.w3.org/TR/WCAG22/	Level A (Yes) Level AA (Yes) Level AAA (No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	<p>All the images on the webpage have descriptive alt text, and decorative images on the page should not receive focus and be announced by screen readers</p> <p><u>Exceptions include</u></p> <ul style="list-style-type: none"> • Custom Category: Special characters in image alt text is announced by screen reader. • Our people: Complex graphs lack descriptive text for screen reader users.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	No audio-only or video-only content present on the website.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No multimedia content is present on the website.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No multimedia content is present on the website.
1.3.1 Info and Relationships (Level A)	Partially Supports	The website has consistent headers and global table structures to establish clear information and relationships

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		<p>within most parts of the website. Screen readers properly identify most of the information available on the website. Visually impaired users are easily able to perceive the relationships between a particular element and its role.</p> <p><u>Exceptions Include:</u></p> <ul style="list-style-type: none"> • Ordered series: Incorrect heading hierarchy on the page. • Books: The Visual headings text ('About Us', 'Quick Links', 'Help', and 'Connect') are not announcing as headings. <ul style="list-style-type: none"> ○ Ordered Series page – The book titles in the 'Titles in Order' section and book titles in 'Read an Excerpt' popup – The visual heading are not announced as heading. ○ Custom Category page – Multiple visual headings ('Where to start with Ali Hazelwood Books', 'Books to Read if you liked Red, White, & Royal Blue', 'Novelas románticas en español / Romance Novels in Spanish', 'What's Your Favourite Subgenre', 'New Romance to

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		<p>Read This Fall', 'What's Your Pleasure') is not announced as headings.</p> <ul style="list-style-type: none"> Books: Incorrect heading level for defined for the 'More Categories' heading. Books: Headings above footer link groups are announced as list items.
<p>1.3.2 Meaningful Sequence (Level A)</p>	<p>Partially Supports</p>	<p>This ensures that content is presented in a logical and meaningful order when navigated sequentially using assistive technologies, such as screen readers.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> Today's Top books: The 'Information and Resources' text is visually hidden but it is still announced by screen readers.
<p>1.3.3 Sensory Characteristics (Level A)</p>	<p>Not Applicable</p>	<p>No information is present on the website that is based on sensory characteristics such as shape, size, location, sound, etc.</p>
<p>1.4.1 Use of Color (Level A)</p>	<p>Supports</p>	<p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>

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1.4.2 Audio Control (Level A)	Not Applicable	No audio content is present on the website that plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A)	Supports	Most parts of the website support standard keyboard navigation and input functions.
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus is moving sequentially throughout the website without the focus getting trapped in any section and it is convenient to access the functionality.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	No functionalities are dependent on or controlled by character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Not Applicable	There is no such content present on the website that has a time limit
2.2.2 Pause, Stop, Hide (Level A)	Partially Supports	<p>There is no such content present on the website that needs to be stopped, paused, or hidden.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> Ordered series: Cart popup closes automatically even when user is interacting
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	There is no flashing content present on the website.

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2.4.1 Bypass Blocks (Level A)	Supports	A bypass mechanism for skipping to the main content is implemented.
2.4.2 Page Titled (Level A)	Supports	Descriptive and accurate page titles are consistently implemented across the website, ensuring clarity and proper identification of each page.
2.4.3 Focus Order (Level A)	Partially Supports	<p>The focus moves in the correct sequence order on the app from left to right and top to bottom.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> • Ordered series: The 'Previous Carousel' and 'Next Carousel' button controls are not keyboard focusable. • Books: Interactive elements have a positive tabindex in the 'Cookies' dialog. • Events: The calendar in the Date dropdown is skipped from the focus order, meaning that keyboard users cannot interact with it. • Base author: Author photos and links receive focus before 'See All Authors' link. • Books: Incorrect focus order in the carousel (e.g., Best Sellers, New

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		<p>Releases, Coming Soon, Award Winners) section.</p> <ul style="list-style-type: none"> ○ Ordered Series page - 'Other Series You May Like' carousel. ○ Unordered Series page - 'Other Series You May Like' carousel ○ Base Author page – For all the carousels. <ul style="list-style-type: none"> ● Books: Incorrect focus order when the right arrow in the carousel is activated. <ul style="list-style-type: none"> ○ Ordered Series page - 'Other Series You May Like' carousel. ○ Unordered Series page - 'Other Series You May Like' carousel. ○ Base Author page – For all the carousels. ● Books: Focus is lost when navigating the header.
<p>2.4.4 Link Purpose (In Context) (Level A)</p>	<p>Partially Supports</p>	<p>Users can easily understand the purpose of each link on the website, as all links have clear and descriptive link text.</p>

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		<p><u>Exceptions Include:</u></p> <ul style="list-style-type: none"> • Ordered series: Incorrect announcement for the option Links (Ex: 'Amazon', 'Barnes & Noble', etc) in the 'Buy From' expanded dropdown menu are focused the screen reader announces an incorrect number along with the label of the link, For all the links in the dropdown menu. <ul style="list-style-type: none"> ○ Unordered Series page – Incorrect announcement for the Shopping location links within the 'Quick View' popup. • Ordered series: Adjacent images and text links are focused separately. <ul style="list-style-type: none"> ○ Unordered Series page - Book images and book title text in the World of Eric Carle series section are redundant. Having adjacent links that go to the same destination adds unnecessary auditory clutter to

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		<p>Screen reader users.</p> <ul style="list-style-type: none"> ○ Custom Category page - Large scrolling image links on the right of the main region and book image links in the 'What's your favourite genre' section. ● Custom Category: Unclear link purpose for 'Start Reading' and 'Read More' links. <ul style="list-style-type: none"> ○ A similar issue was observed on the Events page for 'Learn More' links. ○ Our People page: For the 'here' link in the first paragraph. ○ Content Archive page: For the 'lists' and 'articles' links in the paragraph at the beginning of the main content. ● Unordered series: Duplicate author links in 'Quick View' popup. The author's name appears twice, each linked to the same author page.

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		<ul style="list-style-type: none"> Books: Book image links are announced without author's name. In the carousel sections (Best Sellers, New Releases, Coming Soon, Award Winners), the book image links and the author names displayed beneath them are not programmatically associated.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	All functionalities present in the website can be operated with a single pointer without a path-based gesture unless a multipoint or path-based gesture is essential.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	No down-event of the pointer is used on the website to execute any part of the action.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	<p>All the labels on the website include text, and the same text is defined in the code as well to assist speech recognition technologies.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> Opt Out: Captcha privacy link announced with incorrect information on focus.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	No functionality is present on the website that is operable only by device motion.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Supports	The Language of the pages are correctly set.
3.2.1 On Focus (Level A)	Supports	No interactive element is triggered automatically on receiving the focus.
3.2.2 On Input (Level A)	Supports	A change of context does not happen when the user changes the setting of any input controls.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	A sufficient help mechanism is provided in a consistent place on multiple web pages.
3.3.1 Error Identification (Level A)	Supports	All errors are identified, and the error messages are described to the user in text.
3.3.2 Labels or Instructions (Level A)	Partially Supports	<p>The website provides support for motor-impaired and cognitive users as the labels and instructions are provided for the form fields, which are clearly visible and readable to such users.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> • Preference: Lack of checkbox selection alert prevents form submission.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	Users are not required to enter the same details in the same process multiple times.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply</p>	<p>Does Not Apply</p>	<p>For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.</p>
<p>4.1.2 Name, Role, Value (Level A)</p>	<p>Partially Supports</p>	<p>All the website elements have a proper accessible label associated with their role, and the screen reader recognizes them correctly with updated values as well.</p> <p><u>Exceptions Include:</u></p> <ul style="list-style-type: none"> • Books: Navigation links are not announced with JAWS enabled. • Books: Navigation: Menu buttons announce twice with improper instruction. • Books: Navigation arrows announced as links despite functioning as buttons. <ul style="list-style-type: none"> ○ Ordered Series page - 'Other Series You May Like' carousel. ○ Unordered Series page - 'Other Series You May Like' carousel. ○ Base Author page – For all carousels. • Preferences: Button element functions as a

Criteria	Conformance Level	Remarks and Explanations
		link and does not have clear purpose.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No live multimedia content is present on the website.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	No multimedia content is present on the website.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The website does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	Interactive fields on the website are clearly labelled to direct the user to enter the data expected in the fields.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	<p>The website adheres to minimum contrast standards.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> Books: Grey text in list options on white background fails color contrast. Books: Grey link text on light grey background fails color contrast.

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<p>1.4.4 Resize text (Level AA)</p>	Partially Supports	<p>The website is fully responsive. At a zoom of 200%, the site responds to that resolution by adjusting the UI as it would if the user were on a smartphone.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> • Books: Carousel content is cut-off at 200% zoom. <ul style="list-style-type: none"> ○ Base Author page – The same issue was observed on all carousels.
<p>1.4.5 Images of Text (Level AA)</p>	Supports	<p>No information is conveyed to the user via an image of text.</p>
<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p>	Supports	<p>The product does not require scrolling in two dimensions to present content without loss of information.</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p>	Supports	<p>The website user interface components have a contrast ratio of at least 3:1 against adjacent color(s).</p>
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</p>	Supports	<p>The website supports WCAG text spacing requirements.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</p>	Partially Supports	<p>The content that is triggered by hover or focus is dismissible, hoverable, and persistent.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> • Today's top books: Text and Icons above book graphics move behind sticky header. • Unordered series: The "Quick View" link is only available on hover and is

Criteria	Conformance Level	Remarks and Explanations
		not focusable via the keyboard and accessible to keyboard and screen reader users.
2.4.5 Multiple Ways (Level AA)	Supports	A proper navigation header is provided to access the different types of website pages.
2.4.6 Headings and Labels (Level AA)	Partially Supports	<p>Headings and Labels on the website provide sufficient detail of the content they are describing.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> • Unordered series: Incorrect heading structure in 'Quick View' popup. • Base author: The screen reader announces the paragraph text as a heading, which is incorrect. <ul style="list-style-type: none"> ○ Events page – The paragraph text beneath <h1> announces as a heading by Screen reader.
2.4.7 Focus Visible (Level AA)	Partially Supports	<p>Most of the interactive elements present on the website have focus visibility.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> • Ordered series: The Buy From', 'Read an Excerpt', and 'See More' controls and all the shopping links in the 'Buy From' menu do not have a visible focus indicator upon focus.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ○ Unordered Series page - No visible focus indicator on the controls 'See more' button and 'Add to cart' button in the 'Quick View' popup. ● Opt Out: Submit button does not have a visible focus indicator. <ul style="list-style-type: none"> ○ Preferences page - 'Join Now' button does not have a visible focus indicator.
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)</p>	<p>Partially Supports</p>	<p>All elements that receive keyboard focus are at least partially visible upon receiving the focus.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> ● Today's top books: H1 is blocked when Skip to main content link is activated.
<p>2.5.7 Dragging Movements (Level AA 2.2 only)</p>	<p>Not Applicable</p>	<p>No function is operated through dragging</p>
<p>2.5.8 Target Size (Minimum) (Level AA 2.2 only)</p>	<p>Supports</p>	<p>All the interactive pointer targets are at least 24 by 24 CSS pixels or have sufficient spacing around them.</p>
<p>3.1.2 Language of Parts (Level AA)</p>	<p>Partially Supports</p>	<p>There is different language content available on the webpage.</p>

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		<p>Exceptions Include:</p> <ul style="list-style-type: none"> • Custom Category: Missing language attribute for Spanish text.
<p>3.2.3 Consistent Navigation (Level AA)</p>	<p>Supports</p>	<p>Navigational mechanisms are repeated on the website and occur in the same relative order each time they are repeated. Hence, consistent navigation is provided to the user.</p>
<p>3.2.4 Consistent Identification (Level AA)</p>	<p>Supports</p>	<p>Components that provide the same functionality throughout the website can be easily identified by the user.</p>
<p>3.3.3 Error Suggestion (Level AA)</p>	<p>Supports</p>	<p>The provided error messages are descriptive enough to understand the error and identify the location where they occur.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p>	<p>Not Applicable</p>	<p>There are no critical forms available where error prevention is required. Error suggestions are enough to fill out the form and correct the errors.</p>
<p>3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)</p>	<p>Not Applicable</p>	<p>Sufficient mechanisms are provided to assist users with mental effort during authentication or login steps in most cases.</p>
<p>4.1.3 Status Messages (Level AA 2.1 and 2.2)</p>	<p>Supports</p>	<p>The updated content automatically notifies the visually impaired users via a screen reader.</p>

-End-